

Lauri Kono

LOGISTICS
PEOPLE
QUALITY

> MANAGEMENT

PICKUP & DELIVERY MANAGER

lauri.kono@admin.net
(555) 555-5555

A resourceful manager who takes the initiative to improve operational processes and to enhance organizational performance. A tenacious problem-solver who slashed NDS shipments 83.3%. Scored 106 on Data Quality Index (DQI). Recipient of multiple awards.

► ► CORE COMPETENCIES

► ► *Operational Process Development*

- Hired to minimize waste and increase productivity. Applied BCSA to manage efficient sorting, delivering, and handling of parcels within prescribed time frames.
- Cut NDS packages 83.3%. Reduced NDS shipments from 60 to 10 packages out of 175,000 shipments weekly.
 - Investigated drivers' scanning practices.
 - Communicated with Lost & Found Dept. and managed Overgoods to match NDS packages with shippers. Located nationwide 80% of station's lost items.
- Assisted in developing, communicating, and executing work plans to meet field operational objectives.
- Improved shipment process; decreased administrative overhead.
 - **Challenge:** Automated system consistently misplaced information on shipping labels, resulting in parcels returned to shippers.
 - **Result:** Coordinated with branch manager and sales team to upgrade system. Restored customer satisfaction by improving package delivery times. Decreased administrative load and updated Correction Action Plan.

► ► *Team Development* ▲ *Team Leading*

- Led diverse team of 200 package handlers and drivers.
- Worked with small teams on solving procedural problems.
 - **Challenge:** Inconsistent application of procedures led to anomalies in shipping and quality control of hazardous materials.
 - **Result:** Audited Hazmat-handling processes; selected team to install checks and balances. Hazmat handling was problem-free for 8 consecutive months.

▶ ▶ **Quality Control ▲ Quality Driven Management (QDM)**

- Moved existing Data Quality Index (DQI) of 103 at large station to 106, exceeding DQI target of 105.
- Invited to participate on District CSM Review Team (DCRT).
- Assisted employees in performing self-audit to understand importance behind missing and/or incomplete documents.
 - **Challenge:** Employees discounted the role of auditing, failing to appreciate importance of honest self-assessment.
 - **Result:** Trained employees individually and in groups to resolve operational inconsistencies discovered during BCSA. Developed strategies to elicit employee's cooperation and feedback, while gaining employee acceptance of constructive criticism.

"Lauri has demonstrated a willingness to impart her knowledge with others."

▶ ▶ **Problem Solving ▲ Cross-Functional Team Cooperation**

- Salvaged deteriorating situation with decisive action. Recognized emerging threat to high-value delivery and shipment data.
 - **Challenge:** Driver's scanner failed while making deliveries of large-volume shipment of 220 packages, risking loss of all data.
 - **Result:** Directed personnel to retrieve defective scanner in the field, then instructed IT team to recover data from defective unit. Preserved data and maintained uninterrupted delivery of parcels.

▶ ▶ **CAREER PROGRESSION**

ACME Ground, Seattle, WA	2010—Present	
	Administrative Quality Service Manager	2017—Present
	Check Out Service Manager	2014—2017
	HR Representative	2010—2014

▶ ▶ **EDUCATION**

University of Washington (UW), Seattle, WA
Bachelor of Science—Candidate, International Studies
North Seattle College, Seattle, WA
Associate of Arts

▶ ▶ ▶ **HONORS AND AWARDS**

Bravo Zulu Award (2012 and 2011) ▲ Value Award for Customer Service (2012)
Value Award for Loyalty and Service (2012)